

Introduction

This guide was created as a supplement for ServicePoint trainings. Users must enter data in the exact order specified below. This resource does not include every navigational mouse click.

Tech Support

Contact Baltimore County's HMIS Administrator, Jason Burns, for HMIS tech support, trainings, custom reports, assessments, etc. Emails are the preferred method of contact, and will produce much faster responses than voicemails. If your HMIS tech support phone call is not answered, Do NOT leave a voicemail. Submit an email, instead.

Email: jburns@baltimorecountymd.gov

Phone: 443-208-1020

HMIS Resources Web Address

Baltimore County's HMIS website contains current HMIS information, forms, guides, and data scores.


<http://www.baltimorecountymd.gov/hmis>

SP5 Login (Live Site) https://sp5.servicept.com/baltimoreco	SP5 Login (Training Site) https://sp5.servicept.com/baltimoreco_demo
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MANDATORY DATA ENTRY ORDER:

1. Click on CallPoint & Start New Call
2. Link w/Client & Search
3. Call/Caller Questions & Assessment
4. Save & End Call

1. Click on CallPoint & Start New Call

**Baltimore County DSS**
May 21, 2012

Home > Home Page Dashboard

▶ Last Viewed

Favorites

Home

ClientPoint

CallPoint

ResourcePoint

SkanPoint

▶ Reports

▶ Admin


Logout

System News (1)

Agency News (0)

Date	Headline
05/21/2012	Welcome to ServicePoint 5x Upgrade Training!

Call Record Search

 If you do not enter search criteria, search results will be limited to the previous seven days worth of data.

Search for Call Records by using keywords for Client name, Call ID, or User ID.

Search


Show Advanced Search

Search Clear Start New Call

☐ [Show MY Calls Only](#)

3. Call/Caller Questions & Assessment

Client

 (21319) Jetson, Jane

Release of Information:
Age: 70

Call Type *

-Select-

Caller Type *

-Select-

Call Status *

-Select-

Add Referral

Save

Save & End Call

Cancel Call

Screening Unit Assessment

Import Client Data

Gender

Male

G

Primary Race

White (HUD)

G

Secondary Race

-Select-

G




Ethnicity

Hispanic/Latino (HUD)

G

Date of Birth

04 / 03 / 1942

Is Client Homeless?

No

G

Is Client Chronically Homeless?

Yes

G

Extent of Homelessness?

Chronic: 4 times in past 3 years

G

U.S. Military Veteran?

No (HUD)

G

4. Save & End Call

<input type="button" value="Add Referral"/>	<input type="button" value="Save"/>	<input type="button" value="Save & End Call"/>	<input type="button" value="Cancel Call"/>
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A yellow arrow with a black outline points upwards from below the "Save & End Call" button.